

USING LANGUAGE LINE SERVICES

PRESENTED BY:
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OCSD Multilingual Learner Program
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Intended Purpose

**Connect
with speakers of other
languages with the
help of professional
interpreters!**



THE PURPOSE OF PROVIDING LANGUAGE ACCESS (Translation)

1. Connect parents and school.
2. Remove the barriers created by language.
3. Get parents engage in their children's learning process.
4. Give parents the ability to interact with teachers and the administration.

TO ACCESS AN INTERPRETER:

- DIAL: **1-866-874-3972**
- PROVIDE CLIENT ID: **6-DIGIT #**
681221 (FOR OCSD)
- INDICATE: **LANGUAGE (SPANISH, CHINESE, ETC.)**
4. PROVIDE: **3-DIGIT SCHOOL CODE #**, SEE LINK
BELOW
- [LANGUAGELINE SCHOOL CODES I.DOCX](#)
- **5. CONNECT WITH THE INTERPRETER!**

TO ACCESS AN INTERPRETER:

- If it is a virtual meeting or a phone call, give the number of the parent and LL will call her/him.
- Then it will become a three-way conversation.
- Tell the Interpreter your purpose for the meeting/call.
- The Interpreter will translate the conversation between you and the parent.
- When speaking, try to speak in 2-3 sentences and then let the Interpreter translate what you said.

- For more information, please contact: YVONNE BROWN at 803-347-4162 or by email: yvonne.mitchell@ocsdsc.org



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- Enable our school staff to communicate with parents or visitors who speak other languages other than English, in person or over the phone.
- By calling the LL phone number, you will be connected to professional interpreters.

**Who can
use this
service?**



ADMINISTRATORS

**TEACHERS/OFC
SECRETARIES**

**NURSES/
SUPPORT STAFF**

**School
Staff**

**GUIDANCE
COUNSELORS**

BUS DRIVERS

PARENT LIAISONS

1

Before you call LanguageLine, **KNOW** your purpose for calling.

2

If a parent is calling, put on **HOLD**; call **LanguageLine**, give your credentials. Choose the language of the Interpreter. **Resume** call with the caller. Or Interpreter can call the parent.

3

If one of the staff needs to call LanguageLine, use the credentials you have been provided.

4

Say 2-3 sentences at a time. Wait for the interpreter to translate what was said.

5

The district is charged .69 cents/minute, so be clear and concise with what needs to be said.

6

Don't forget to enter the date, call made, and time in your Log Sheets.



REMEMBER YOUR SCHOOL CODE

LANGUAGELINE SCHOOL CODES 1.DOCX



TRY CALLING LANGUAGELINE!!

QUESTIONS



For more information, please contact

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